

# **Wicomico County Intended Use Plan**

**WICOMICO SOMERSET REGIONAL CORE SERVICE AGENCY**  
**Fed FY 10 Projects for Assistance in Transition from Homelessness (PATH)**  
**(State fiscal year 2011)**  
**INTENDED USE PLAN**

1. *Provide a brief description of the provider by organization receiving PATH funds including name, type of organization, services provided by the organization and region served.*

In Wicomico County PATH funds will be received and managed by the Wicomico Somerset Regional Core Service Agency (CSA). This organization is responsible for oversight of all public mental health funds for Wicomico and Somerset Counties. The Wicomico County Targeted Case Management Program (TCM) is the provider to deliver PATH services. TCM provides services to children, adolescents, and adults with severe mental illness. This includes the homeless population, individuals being released from incarceration, those leaving hospitalization, as well as others in the community requiring intensive case management to remain in the community. The TCM program also runs the Community Shelter Plus Care Housing program to assist homeless individuals.

The Wicomico Somerset Regional CSA serves the geographic area of Wicomico County located on the rural Eastern Shore of Maryland. According to U.S. Census Data the 2007 estimated population of the county was 93,600. The county's 377 square miles is largely comprised of farms, forests, and waterfront. The largest concentration of population resides in the City of Salisbury; also known as the "Hub of the Eastern Shore". With roughly 70% of the population residing outside Salisbury city limits, residents face numerous obstacles accessing services and establishing social networks. Along with these issues there is also the problem of transportation in a rural area with limited transit outside the city limits. The median household income in Wicomico County was approximately \$49,981 in 2007. The percentage of residents with income below poverty level in 2007 was 12.8%, which was well above the state average of that year of 8.5%. Major industries include educational, health and social services, manufacturing, retail trade, and construction. The rate of unemployment in Wicomico County in December 08 was 7.4%. In the calendar year 2009 our local shelter, The Christian Shelter, served 1245 homeless guest. During the course of the same year they served 24,828 meals. During the winter of 2009, January through March, our temporary Community Emergency Shelter Project sheltered 112 different homeless men. In state FY 09 MAPS-MD reports approximately 3,247 individuals received mental health services through the public mental health system. This number includes only MA recipients and eligible uninsured individuals and not those receiving services under private insurance. MHA reports the total number of recipients of Medical Assistance in Wicomico County to be 19,283 individuals for fiscal year 2008.

2. *Indicate the amount of PATH funds the organization will receive.*

The Wicomico Somerset Regional Core Service agency will receive \$22,000.00 in PATH funding. The \$22,000.00 will be used to **partially** fund one staff and supplies to provide outreach and referral services to the homeless. In previous years this has been an invaluable resource to helping the homeless obtain permanent housing. The detailed budget will be attached.

3. *Describe the organization's plan to provide coordinated and comprehensive services to eligible PATH clients.*

- a. The projected number of clients to be served is 40. The percentage that will literally be homeless will be 35%.
- b. Services provided will include assessment and service planning, linkages of the participant with needed services, monitoring of service provision and advocacy. Services needed may include referral to mental health providers, psychiatric rehabilitation programs, housing, food, medical follow up, and evaluations for employment. Services are targeted to individuals with mental illnesses who are homeless and are returning to the community from detention centers or jails, residential treatment centers, hospitals, or have frequent emergency room visits or encounters with legal agencies, and are in need of intensive case management to maintain them in the community due to homelessness or inability to secure needed support services. Outreach will be provided to the local shelter to increase the awareness of community services provided. Intensive case management will locate services, advocate for the clients, and follow them to ensure their success in the community. When possible the SOAR initiative will be implemented.
- c. The local organizations which provide key services to PATH-eligible clients are as follows: (1) Go-Getter's, Inc., a Psychosocial Rehabilitation Program; (2) Department of Social Services; (3) Health Department Dual Diagnosis Program (4) Shelter Plus Care, (5) Shore- Up Inc., (6) Division of Rehabilitation Services (DORS), (7) the Tri-County Alliance HUD Program, (8) Joseph House Village, (9) Salvation Army, (10) the Christian Shelter, (11) Lower Shore Friends, (12) the Wicomico Somerset Regional Core Service agency, and (13) other local mental health and addictions providers. (1)Go-getter's Inc. is a psychosocial rehabilitation program, which serves chronically mental ill with general and intensive housing, a day program and respite. (2)Department of Social Services provides food stamps, cash assistance and medical assistance as well as some rental assistance programs and emergency motel stays. (3)The dual diagnosis program provides outpatient mental health and addictions services as well as referrals to long term care when necessary. (4)The

Shelter Plus Care Program provides permanent housing by providing rental assistance and general case management. (5)Shore-Up provides heating/utility assistance and senior housing as well as the family support center to help families work towards their GED and learn parenting skills. (6)DORS provides vocational rehabilitation services to the Tri County area. (7)The Tri-County Alliance HUD program provides permanent housing with rental assistance. (8)Joseph House Village provides clothing, a soup kitchen, financial assistance, hotel assistance, drop in center for the homeless, day care and a long term shelter for women and families. (9)Salvation Army provides food assistance, prescription assistance, heating assistance, clothing, and some eviction assistance. (10)The Christian Shelter provides a short-term emergency shelter. (11)Lower Shore Friends provides consumer support and advocacy, as well as transportation and rental or hotel assistance. (12)The CSA has funds to assist individuals with mental health prescriptions, transportation, and many other special needs. At least 3 agencies provide mental health services to individuals with medical assistance, currently only one facility sees uninsured individuals which make up a large part of the homeless population.

- d. Gaps in current services continue to be transportation to rural areas and the lack of safe, affordable and adequate housing and supervised housing. Employment and medical services for the PATH eligible clients are lacking. Lack of choices for services in general and especially for the uninsured is another downfall in this area. Another gap in service is the lack of adequate facilities for short term shelters, especially for those mentally ill who are still using substances or not compliant with traditional mental health treatment
- e. The Wicomico TCM has access to at least two dual-diagnosis specific programs for the substance abusing mentally ill client. These programs are offered through the Wicomico County Health Department and Warwick Manor. Both of these programs offer intensive outpatient services to the dually diagnosed. The local inpatient provider is Hudson Health. Hudson Health will provide some mental health services during inpatient stay. Most of the community services offered to the mentally ill are also available to the dually diagnosed with the exception of those actively using who are unable to access the local shelters. Case management will locate services, advocate for the clients, and follow them to ensure their success in the community
- f. A strategy for making suitable housing available to PATH clients has been difficult. With most consumers receiving limited income and rental rates higher than what can be afforded, housing options are slim. The TCM program has a list of landlords with lower rental rates. Programs such as Tri-County Alliance for the Homeless and Shelter Plus Care Housing are invaluable in assisting lower income individuals and families with rental assistance and housing availability. We have recently been successful in placing a few clients in the Bridge Subsidy program. These programs

have landlords who are always willing to rent to the program. Most assistance is for local rooming housing due to the low income of the consumers. Unfortunately these units are usually in high drug traffic areas making recovery difficult for the consumers. Some are able to find suitable one bedroom apartments at an affordable rate but this is sometimes difficult. Being a small area some consumers have “burnt bridges” and this adds to the degree of difficulty in finding places. Advocating for clients or promoting linkage to other services sometimes makes landlords more receptive to give consumers a second chance.

4. ***Describe the participation of PATH local providers in the HUD Continuum of Care Program and any other local planning, coordinating, or assessment activities.***

Wicomico TCM sits on the Wicomico County Homeless Coalition Board. A representative of the local CSA attends the Tri- County Alliance for the Homeless continuum of care on the Lower Shore. The Tri-County Alliance for the Homeless Continuum of Care is a group comprised of multi-agency representatives, consumers, and family members of consumers which collaborate to address issues of the homeless population such as suitable housing as well as the Cold Weather Emergency Shelter Program. Several PATH clients have been successfully linked with the Tri-County Alliance for the Homeless HUD as well as the Community Shelter Plus Care HUD program to obtain permanent supportive housing. Wicomico TCM staff participates in any homeless surveys within the area to identify those clients in need of suitable housing. The Wicomico County TCM program is also beginning some work with the HMIS Service Point program this fiscal year to help better provide services and track the number of homeless persons.

5. ***Describe: (a) the demographics of the client population; (b) the demographics of the staff serving the clients; (c) how staff providing services to the target population will be sensitive to age, gender, and racial/ethnic differences of clients; and (d) the extent to which staff receive periodic training in cultural competence.***

In Wicomico County the population is predominantly white/Caucasian at approximately 73%. Black/African-Americans make up about 23% of the population. The county also provides services to migrant workers with a strong Hispanic origin. Wicomico TCM is a program within the Wicomico County Health Department which promotes Cultural Competency and has a Cultural Competency Committee. All Health Department employees are required to attend workshops and complete trainings on Cultural Competency. Many steps are being taken to promote Cultural Competency throughout the Health Department. The Health Department strives to have a culturally diverse staff. The director of TCM is a minority female. The supervisor of the TCM program is a younger female and employs an older female to work in the TCM program to provide

services as well. Ongoing local Cultural Competency training is also available on a regular basis.

6. *Describe how persons who are homeless and have serious mental illnesses and any family members will be involved at the organizational level in the planning, implementation, and evaluation of PATH-funded services. Also, are persons who are PATH eligible employed as staff or as volunteers? Do persons who are PATH eligible serve on governing or formal advisory boards?*

Wicomico TCM sits on the advisory board for the Wicomico County Homeless Coalition, the Wicomico County Health Department Behavioral Health Board as well as the Tri County Alliance for the Homeless Continuum of Care. All of these organizations have consumers on the board and their input is used in the planning, implementation, and evaluation of PATH funded and other homeless services. TCM also works with Lower Shore Friends, a local consumer run wellness and recovery program to coordinate appropriate services for the mentally ill homeless population. We have used PATH eligible clients in the past to assist with local surveys and to advocate for the PATH program but currently have no PATH eligible clients on staff or as official volunteers.

7. **Provide a budget narrative that provides details regarding PATH Federal and match (i.e., State and local) funds.**

POSITION	ANNUAL SALARY	PATH FUNDED FTE	PATH FUNDED SALARY	TOTAL
CHOW II	\$31,064	0.39	\$12,115	\$43,179
Homeless Outreach	\$0		\$	\$
Fringe (25%)	\$0		\$8,315	\$8,315
Travel	\$0		\$0	\$0
Equipment	\$0			
Supplies	\$0		\$131	\$131
Contractual	\$0		\$0	\$0
Construction	\$0			
Other/Training	\$0		\$	\$
Total Direct Costs	\$31,064		\$20,561	\$51,625
Indirect Cost	\$		\$1,439	\$1,439
<b>TOTALS</b>	<b>\$31,064</b>		<b>\$22,000</b>	<b>\$ 53,064</b>

8. *Indicate at least three outcome goals you will use to measure the effectiveness of PATH funded services.*

Evaluation of service provision will be done by using the following three outcome measures: (1) Forty clients will be served at the end of the grant; (2) Ninety percent of the clients will be linked with mental health and/or substance abuse treatment services; (3) Sixty percent of the clients will have maintained housing; and (4) if able a satisfaction survey will be distributed.

Our three PATH goals will be: (1) to increase the number of homeless persons contacted, (2) increase the percentage of contacted homeless person with serious mental illness who become enrolled in services, (3) increase the percentage of enrolled homeless persons who receive community mental health services, (4) maintain the average Federal cost of enrolling a homeless person with serious mental illness in services.

# **Worcester County Intended Use Plan**



**WORCESTER COUNTY CORE SERVICE AGENCY**  
**PATH Federal FY 2010 (State fiscal Year 2011)**  
**Intended Use Plan**

1. **Provide a brief description of the provider by organization receiving PATH funds, including name, type of organization.** The Worcester County Core Service Agency (WCCSA) will receive and monitor expenditure of all PATH funds. The WCCSA is a mental health planning and monitoring program within Worcester County, Maryland, an area of 475 square miles located on Maryland's Eastern Shore. The county has four major towns: Berlin, Snow Hill, Pocomoke City and Ocean City. Worcester's population is approximately 49,274 year-round residents; however, the resort area of Ocean City poses unique demographic issues. For four to five months of the year, Ocean City's population swells to 250,000 becoming Maryland's second largest city. This population flow and seasonal nature of the service industry that supports Ocean City businesses greatly increases the incidence of homelessness in Worcester County.
2. **Amount of PATH funds:**  
The WCCSA will receive \$33,281 in PATH funding.
3. **Describe the organization's plan to provide coordinated services to eligible clients:**
  - a. **Projected number of clients to be served.** In FY10 35 clients are projected to be enrolled. It is expected that half (50%) of those consumers will be street homeless.
  - b. **Services to be offered to those clients include:**
    - Case management
    - Mobile assessments at shelters provided through WCCSA
    - Outreach services provided by WCCSA at local shelters to those individuals who appear to meet PATH eligibility criteria.
    - Shelter Staff training by WCCSA
    - Financial assistance with rental payments and security deposits
    - Technical assistance in applying for housing assistance
    - Procurement of direct resources such as minor repairs, especially to avoid condemnation of the house.
    - Provision of direct mental health services to all homeless individuals who cannot provide necessary information to move them into the public mental health system.
    - Planning activities to improve homeless resources in the county
  - c. **Community organizations that provide key services.** Despite being a small, rural county, Worcester has an expanding continuum of care. There are numerous primary health care providers, as well as Atlantic General

Hospital in Berlin. Mental Health services are provided through the Health Department and a few private providers. Additionally Three Lower Counties (TLC), a federally subsidized counseling and primary care center (FQHC) has recently expanded into Worcester County. This site provides primary care only. Worcester consumers who need mental health services and choose TLC's services continue to travel to Somerset County for their treatment. Other key service providers include: Worcester County Addictions center, Go-Getters, Inc. (Adult PRP/Supported Employment), Worcester County Dept. of Social Services (WCDSS), Hudson Health Services (in patient addiction services) and Homeless Addicts Never Denied Services (HANDS). On any given day workers from these organizations will coordinate their efforts to provide and enhance services for the homeless, mentally ill or co-occurring individual. Providers in Worcester County have enjoyed a long standing, cooperative relationship, benefiting both the providers and consumers.

- d. **Gaps in current service systems.** Despite the networking efforts that these agencies have put forth, they all agree that one of the biggest gaps in services and what makes their jobs very difficult is locating affordable housing. Usually more homeless consumers will present with service needs in the north end of the county (specifically, Berlin or Ocean City). While there is affordable housing to be found in the winter months (October through April), and PATH funds can be used to move a consumer into an apartment, that same apartment will be \$500 to \$800 more expensive per month during the summer months. That leaves the consumer homeless again beginning May 1<sup>st</sup>. Secondly, there continues to be a need for expanded shelter bed capacity for those consumers who do not fit the criteria of existing shelter bed services. Consumers with a mental illness may not be able to participate in a daily job search as some shelters demand, nor are they able in some cases to discontinue their alcohol/drug use unless they are first detoxified. Those who do not fit strict shelter criteria are the first to be turned away, yet may be the most at risk.
- e. **Services available for clients who have both a serious mental illness and substance use disorder.** The HANDS organization is housed in the Worcester Addictions Counseling Service Center (WACS) and frequently is in contact **with** the homeless first, especially if the consumer has been denied access to a shelter. HANDS provides information and referral services and short term case management. They assist the individual with substance abuse services, whether in or out patient in addition to location of housing, limited financial assistance for rent or medications and transportation. Since their case management services are very short term, their staff will frequently refer to Targeted Case Management (TCM) for additional services. The Health Department also continues to provide a

co-occurring program which began eight years ago to better serve this population. The program offers counseling, education, group work and cross training for both mental health and addictions staff to better understand the client and to better guide the client to obtain the services they need whether he/she came in through the addictions door or the mental health door.

**f. Strategies for making suitable housing available to PATH clients.**

In an attempt to locate additional housing resources for these consumers, The staff from WCCSA and MHCM continues to develop and improve relationships with private landlords. Additionally the Homeless Coordinator has continued to strengthen relationships with Shelter Directors and their staff. The Coordinator has provided training to shelter staff regarding mental illnesses and symptomology so that the staff will better understand their "guests'" behaviors. The WCCSA regularly attends meetings held by the Worcester County Homeless Board and Tri-County Alliance for the Homeless (TCAH). Networking with other professionals and consumers in attendance at these meetings is always helpful in exchanging information and learning about new resources in the area that can be used with PATH clients.

4. **Describe the participation of PATH local providers in the HUD Continuum of Care program and any other local planning, coordinating or assessment activities.** The HUD Continuum of Care program has been locally named the Tri-County Alliance for the Homeless (TCAH). TCAH currently has 25 slots for Worcester County homeless consumers who are disabled. The program also serves Somerset and Wicomico counties. At this time all slots are full for all counties and a wait list has been established. The TCAH meets monthly with PATH providers, Shelter staff, DSS staff, HANDS, MHCM, CSAs, law enforcement and consumer representatives in order to share housing and treatment resources. HANDS, MHCM or the CSA typically make referrals to TCAH. Additionally the WCCSA is a member of the county's homeless board and serves on several sub-committees.
5. **Describe: (a) the demographics of the client population; (b) the Demographics of the staff serving the clients; (c) how staff providing services to the target population will be sensitive to age, gender, and racial/ethnic differences of clients; and (d) the extent to which staff receive periodic training in cultural competence.** (a) Historically Worcester's PATH clients are usually female, between the ages of 35 to 49 years old. Half of the clients are co-occurring. More whites are served than any other racial population. African Americans are the second most served. (b) The staff members are both white and female who provide services to PATH clients. (c) Both attend regular trainings regarding cultural competency, disability issues and minority issues. One staff member remains

a member of the Latino Affinity Group which is a grass roots organization supporting the development of advocacy and technical assistance in promoting the recovery process, strengthening a family-driven model, improving quality of life for Latino families and to shift from a reactive to a proactive structure. (d) Staff members continue to take part in trainings offered by the Mental Hygiene Administration as well as trainings on the local level. Nationally, staff members attend the Training Institutes offered every two years which provides a wide array of trainings including cultural competency, minority issues, mental health and children's services.

**6. Describe how persons who are homeless and have serious mental illnesses and any family member will be involved at the organizational level in the planning, implementation and evaluation of PATH funded services. Also, are persons who are PATH-eligible employed as staff or as volunteers?**

**Do persons who are PATH eligible serve on governing or formal advisory boards?** Consumers are an important part of the WCCSA Advisory Committee and its planning process. These consumers volunteer their time to serve on the committee. Most of the current consumer members were at one time homeless. Consumers are also members on the TCAH advisory board and provide valuable information regarding working with the homeless population. These members are also volunteers. Consumers county wide are able to participate in the evaluative process when the clinic or MHCM offer consumer satisfaction surveys.

**7. PATH Provider Budget FFY10 (State FY11)**

POSITION	ANNUAL SALARY	PATH FUNDED FTE	PATH FUNDED SALARY	TOTAL
POS #1	\$51,781	.10	\$5,178	\$5,178
Fringe #1	\$24,073	0	\$1,295	\$1,295
POS #2	\$54,635	.10	\$5,464	\$5,464
Fringe #2	\$24,067	0	\$1,366	\$1,366
Travel	\$0	0	\$0	\$0
Equipment	\$0	0	\$0	\$0
Supplies	\$0	0	\$0	\$0
Contractual	\$0	0	\$0	\$0
Construction	\$0	0	\$0	\$0
Other/Training	\$0	0	\$16,494	\$16,494
Total Direct Costs	\$154,556	0	\$29,797	\$29,797
Indirect Cost	\$0	0	\$3,484	\$3,484
<b>TOTALS</b>	\$154,556	.20	\$33,281	\$33,281

**8. Indicate at least three outcome goals you will use to measure the Effectiveness PATH funded services.**

- Thirty-five consumers will avoid eviction and homelessness by the use of PATH funds.
- The CSA will provide outreach to at least fifteen homeless consumers in shelters, or elsewhere in the community.
- All enrolled consumers will be linked to mental health services.
- Maintain the average federal cost of enrolling a homeless person with serious mental illness in services.